

CHILD SUPPORT ASSISTANT I

CHILD SUPPORT ASSISTANT II

CLASSIFICATION DEFINITION

Applies Federal, State and local codes, procedures, and rules to assist Child Support Specialists in securing current and delinquent child support payments; and performs related work as required.

Child Support Assistant I

Working under close supervision, Child Support Assistant I is the entry/trainee level in the Child support Assistant class series. Employees in this class receive in-service training, and are given detailed instructions in the performance of routine duties related to assisting Child Support Specialists in securing delinquent child support payments. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Assistant II after one year of satisfactory performance at the trainee level.

Child Support Assistant II

Working under general supervision, Child Support Assistant II is the journey level in the Child Support Assistant class series. Employees at this level are expected to use independent judgment to perform the full scope of duties, which emphasize general, routine interviewing and information gathering, but not the full responsibilities of a caseload. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Child Support Assistant I, or if filled from the outside, require prior related experience.

Child Support Assistant II differs from Child Support Assistant III in that the latter is the advanced journey level, and may provide lead direction to assigned staff. The Child Support Assistant series differs from the Child Support Specialist series in that the former assists Child Support Specialists in processing, preparing, and maintaining cases; while the Child Support Specialists perform the full range of case management activities.

TYPICAL DUTIES

Duties may include, but are not limited to, the following. For Child Support Assistant I, duties are performed at the trainee level:

- Assists Child Support Specialists in processing cases and preparing cases for court action according to established routine and procedures.
- Operates and uses an automated system to input and extract information and generate reports and documents.
- Develops, organizes and distributes documents for child support cases.
- Establishes and maintains child support files.

- Interviews individuals to obtain pertinent information related to child support cases.
- Responds to general inquiries from the public.
- Contacts and retrieves relevant information from other jurisdictions.
- Processes and distributes incoming correspondence, redirecting complex mail and/or transactions to other staff.
- Assists with the location of parents and the establishment of parent's support capability.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- Basic arithmetic.
- English usage, grammar and spelling.
- Use of computer terminals and basic data input and retrieval mechanisms.
- Good public relations techniques.

Ability to:

- Perform basic arithmetic calculations.
- Exercise tact, diplomacy, and flexibility.
- Understand and follow written and oral instructions.
- Maintain accurate records and files.
- Operate computer equipment.
- Work with computer databases and programs common to child support enforcement activities.
- Read, interpret and apply policies, procedures and regulations.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS (Education and/or Experience)

Child Support Assistant I:

One (1) year of general clerical experience.

Child Support Assistant II:

One (1) year of experience performing duties comparable to a Child Support Assistant I in a state or local government agency.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.